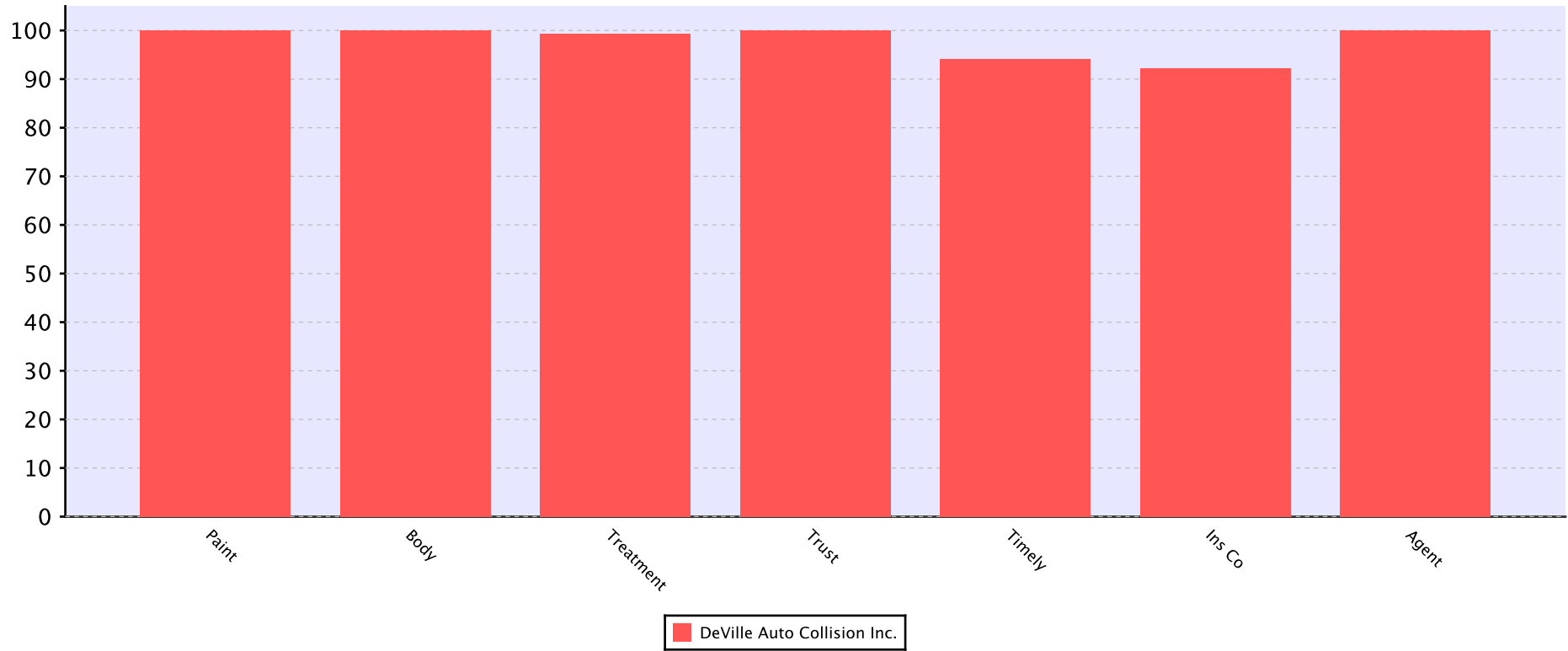


Performance Feedback Location Review



2012-01-01 through 2012-01-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	99.4 %	100.0 %	94.1 %	92.3 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	99.4 %	100.0 %	94.1 %	92.3 %	100.0 %

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Attanasio, Frank J 3rd (#5877) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Insurance Company:	Liberty Mutual							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Castronovo, Anthony (#5849) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	The entire staff was very nice, friendly and courteous.							
Insurance Company:	Barter Depot							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Curty, Thomas & Jane (#5871) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop The quality of the work is excellent.							
Compliment	I was very pleased with how the repair was handled from start to finish.This staff is very professional.							
Rec Ins Co	Claims Office Geico was wonderful.							
Insurance Company:	Geico							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Degennaro, Bob (#5853) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body Shop I am very happy with the repair.							
Insurance Company:	None							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Friedhoff, Stephen (#5885) - Comment Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Comment	Body Shop Declined to answer rest of survey questions.							
Insurance Company:	Geico							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Gallagher, Courtney (#5883) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The work is great.						
Insurance Company:	Geico							
Guberman**, Sergey (#5864) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Employee	I know the owner of the shop.						
Compliment	Body Shop	The repair is great.						
Insurance Company:	Geico							
Hirschy, Dana (#5880) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Other	My boss recommended this body shop.						
Comment	Delivery Date	The repair took longer than I expected but that was understandable as it was during the holidays.						
Insurance Company:	Allstate Insurance							
Iacovello, Ken (#5902) - Chose Body Shop Because Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Insurance Company:	Allstate Insurance							
Payne, George (#5916) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The repair met my expectations by 100%.						
Rec Body Shop	Body Shop	This is the best family there is in body shop repair.They are great people.						
Insurance Company:	None							
Rice, Tim (#5863) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The quality of work is great.						
Compliment		This body shop staff is very professional.						
Insurance Company:	Geico							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Rodriguez, Edwin (#5886) - Comment Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Comment	Body Shop	Declined to answer rest of survey questions.						
Insurance Company:	None							
Salmon, Meryl (#5865) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	This shop is the cat's meow.						
Insurance Company:	State Farm Insurance Company							
Shashaty, Richard (#5858) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Delivery Date	The repair was finished in a timely manner considering the amount of damage.						
Insurance Company:	Allstate Insurance							
Siegel, Olympia (#5894) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The quality of work is excellent.						
Compliment		The service was excellent.						
Insurance Company:	Allstate Insurance							
Tuzzo, Annette (#5868) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other	The Rotary Club I belong to recommended this body shop.						
Insurance Company:	Allstate Insurance							
Whelan, Michael (#5903) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The quality of work is always exceptional.						
Compliment	Cust Serv Rep	The service by this staff is above expectations.This is an exceptional staff.						
Insurance Company:	None							